



General Assembly

February Session, 2010

***Amendment***

LCO No. 5241

**\*SB0041705241SD0\***

Offered by:  
SEN. FONFARA, 1<sup>st</sup> Dist.

To: Subst. Senate Bill No. 417

File No. 474

Cal. No. 317

***"AN ACT CONCERNING CALL CENTERS AND THE TIMELY  
REPAIR OF PUBLIC UTILITY POLES."***

1 Strike everything after the enacting clause and substitute the  
2 following in lieu thereof:

3 Section 1. (NEW) (*Effective July 1, 2010*) (a) As used in this section:

4 (1) "Telecommunications service" means telecommunications  
5 service, as defined in section 16-247a of the general statutes, and

6 (2) "Telecommunications call center" means an entity that initiates or  
7 receives a telephone call on behalf of any person to provide  
8 telecommunications service or to gather information to provide  
9 telecommunications service.

10 (b) Any person who receives a telephone call from, or places a  
11 telephone call to, a telecommunications call center, upon request, shall  
12 be (1) told by the telecommunications call center employee the  
13 identification of the city, state and country where the employee is

14 located, and (2) transferred to an in-state telecommunications call  
15 center when possible.

16 Sec. 2. Section 16-247i of the general statutes is repealed and the  
17 following is substituted in lieu thereof (*Effective July 1, 2010*):

18 (a) Not later than January [1, 2007, and] first, annually, [thereafter,]  
19 the department shall submit a report to the joint standing committee of  
20 the General Assembly having cognizance of matters relating to energy  
21 and technology on the status of telecommunications service and  
22 regulation in the state of Connecticut. Such report shall include: (1) An  
23 analysis of universal service and any changes therein; (2) an analysis of  
24 the impact, if any, of competition in telecommunications markets on  
25 the work force of the state and employment opportunities in the  
26 telecommunications industry in the state; (3) an analysis of the level of  
27 regulation which the public interest requires; (4) the status of  
28 implementing the provisions of sections 16-247a to 16-247c, inclusive,  
29 16-247e to 16-247h, inclusive, 16-247k and this section, including  
30 achieving each of the objectives of the goals set forth in section 16-247a;  
31 (5) the status of the development of competition for all  
32 telecommunications services; (6) the status of the deployment of  
33 telecommunications infrastructure in the state; [and] (7) the status of  
34 the implementation of sections 16-247f and 16-247i and section 3 of  
35 public act 06-144; and (8) for each telecommunications company, the  
36 locations of their telecommunications call centers, as defined in section  
37 1 of this act.

38 (b) In compiling the information for this report, the department  
39 shall require, among other things, each telephone company to provide  
40 to the department annually: (1) Its aggregate number of telephone  
41 access lines in service, not including resold lines or other wholesale  
42 lines; (2) the annual change in such telephone company's access lines  
43 over the preceding five years; (3) the number of active wholesale  
44 customers served by the telephone company; (4) the nature of the  
45 wholesale services provided; (5) the number of wholesale service  
46 requests; (6) the impact of competition on the work force of the

47 telephone company; (7) a general discussion of the state of the  
48 industry, industry trends, and competitive alternatives available in the  
49 market, including, but not limited to, technological changes affecting  
50 the market; (8) the number of competitive local exchange carriers; and  
51 (9) how long it takes the company to respond to a wholesale service  
52 request.

53 (c) In compiling the information for this report, the department shall  
54 require each telecommunications company to provide to the  
55 department annually the locations of telecommunications call centers  
56 receiving calls from Connecticut customers.

57 Sec. 3. (NEW) (*Effective July 1, 2010*) The Department of Information  
58 Technology shall, when procuring telecommunications systems  
59 facilities, equipment and services, give preference to  
60 telecommunications companies identified by the Department of Public  
61 Utility Control, pursuant to section 16-247i of the general statutes, as  
62 amended by this act, to have a high percentage of service calls directed  
63 to in-state telecommunications call centers, as defined in section 1 of  
64 this act.

65 Sec. 4. (NEW) (*Effective July 1, 2010*) On or before October 1, 2010,  
66 the Department of Public Utility Control shall adopt regulations in  
67 accordance with the provisions of chapter 54 of the general statutes to  
68 establish procedures each public service company shall follow when  
69 one of its public utility poles or downed wires are damaged in an  
70 accident. Such procedures shall include, but not be limited to,  
71 establishing a maximum amount of time between the accident and the  
72 repair.

73 Sec. 5. (NEW) (*Effective July 1, 2010*) The date and time of filing of  
74 each document with the Department of Public Utility Control shall be  
75 the date and time by which the department first receives a complete  
76 electronic or paper version of such document provided such electronic  
77 or paper version is properly filed. If payment of a fee is required to  
78 accompany such document, the department shall not deem a

79 document to be filed until the department receives the fee. If a  
80 document is electronically submitted outside of the department's  
81 normal business hours, the department shall deem the document to be  
82 filed at the time the department's offices next open. The department  
83 shall not require paper versions of electronic filings to be filed, except  
84 (1) at the request of the department, three paper copies shall be sent to  
85 the department via regular first class United States mail, and (2) at the  
86 request of any party or intervenor in a specific department docket who  
87 does not have computer access, the department may request one paper  
88 copy be sent to said party or intervenor via first class United States  
89 mail."

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>July 1, 2010</i>	New section
Sec. 2	<i>July 1, 2010</i>	16-247i
Sec. 3	<i>July 1, 2010</i>	New section
Sec. 4	<i>July 1, 2010</i>	New section
Sec. 5	<i>July 1, 2010</i>	New section